



**Management Analyst 2
Driver Services
Olympia, Washington**

Compensation: Range 44 - \$2,774 – \$3,540/mo

Closing Date: September 27, 2006 (5:00 p.m.)

Our Mission:

Great people, great service, working together for a safer Washington.

Our Vision:

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with the Department of Licensing (DOL) in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The DOL employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at www.dol.wa.gov.

Our Core Competencies:

We have chosen the following competencies as "key" in driving the success of our employees in achieving the mission and vision of DOL:

Communication Effectiveness: Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

Customer Centered: Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness, and satisfaction.

Ethics and Integrity: Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

Performance Leadership: Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization's mission and goals.

Personal accountability/Initiative: Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition, our supervisors and managers demonstrate the following:

Strategic Thinking/Planning and Vision: Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

Human Resource Management: Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency's human resource management logic model.

Position Objectives & Responsibilities:

This position assists in the resolution of problems that arise between agency and customers, both internal and external, tracking contracts between Driver Services and other state agencies and private organizations, and extracting data in response to internal and external requests.

Duties include, but are not limited to:

- Creating correspondence to service providers regarding contract issues.
- Interpreting complicated laws and policies to staff, customers and contracted service providers.
- Assisting in the development, coordination, and implementation of agency initiatives with other divisions, agencies or stakeholders, both internal and external.
- Participating on project and task groups, establishing policy and practices pertinent to division and agency change and process improvement.

- Providing guidance, input and coordination to implement legislative changes and related policies, procedures and other written documentation, including Frequently Asked Questions for the DOL internet website.

Required Skills and Experience:

- Proficiency in using Microsoft Word, Excel, Power Point, Outlook
- Experience performing research, compiling and analyzing data, and recommending solutions to determine efficiencies or other improvements.

Desired Experience:

- Experience developing and extracting data from Data Mart tables using structured query language (SQL).
- Experience interpreting (both orally and in writing) complex statutes, administrative rules, policies, procedures and directives.
- Experience reviewing, analyzing and determining feasibility of complying with request for information;

Compensation

This position is in general government service. Starting monthly compensation is \$2,774 - \$3,540/mo depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

Application Procedure

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to HRrecruit@dol.wa.gov with a subject line of *06-149G MA2*.

All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Required and Desired skills and experience outlined in this announcement;
- A Washington State Job Application;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office

Attn: 06-149G MA2

Department of Licensing

PO Box 6007

Olympia, Washington 98507-6007

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.